

BASELINE VERSION



Manage OSMA use of Headquarters Action Tracking System (HATS)

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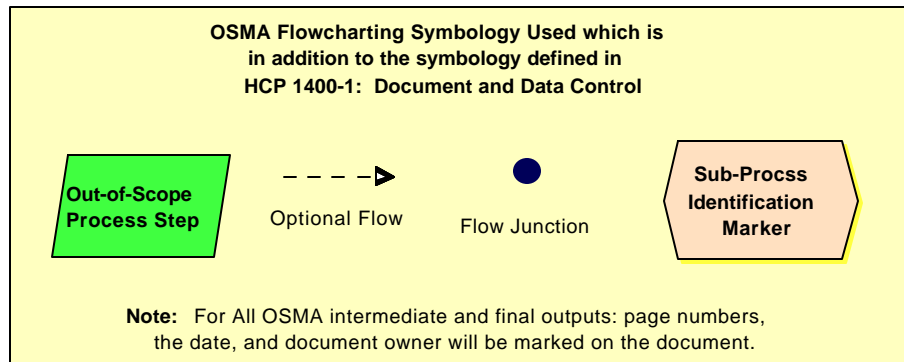
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1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HOWI) is to document the process to maintain all incoming and outgoing correspondence within the OSMA. The Headquarters Action Tracking System (HATS) allows the users to provide the status of actions; i.e., open, submitted, closed. This HOWI also specifies the Quality Records associated with the process.

2. Scope and Applicability

This OSMA HOWI is applicable to all OSMA staff members.

3. Definitions

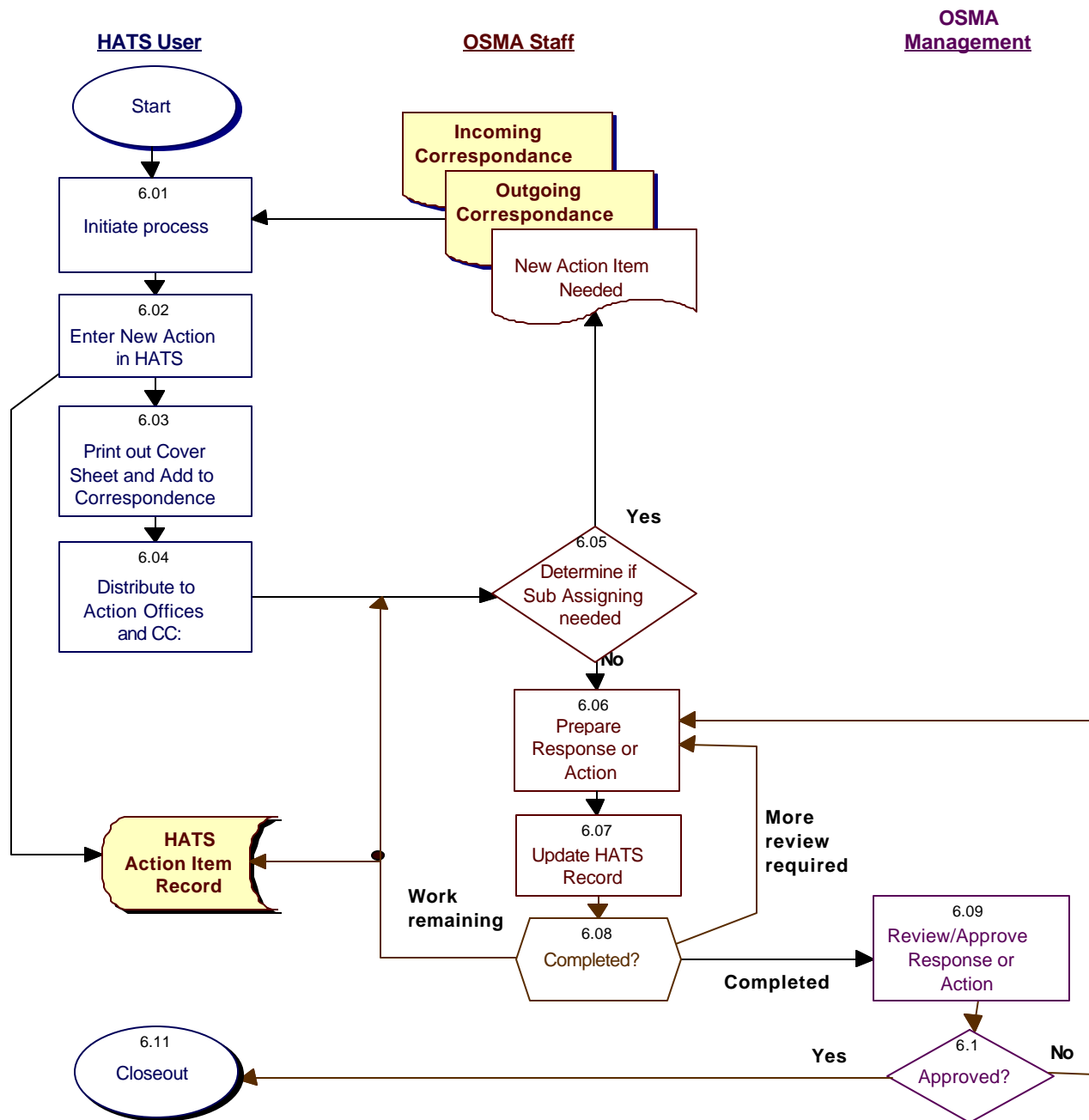
- 3.1. CC: Carbon Copy
- 3.2. HATS: NASA Headquarters Action Tracking System
- 3.3. HATS User: OSMA personnel who have been granted to the HAS software who can initialize or update OSMA HATS records.
- 3.4. Mask: The HATS template for generating a new Action Item is called a mask.

4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HOWI.

- 4.1. NASA HQ HATS User and Operations Guide (DS-10), dated May 1997 (Prepared by Boeing).

5. Flowchart



6. Procedure

6.01 HATS User

Initiate Process:

The HATS User determines that a new HATS Action Item is needed and initiates the process from either incoming or outgoing correspondence or an action within OSMA.

6.02 HATS User

Enter New Action in HATS:

From the incoming correspondence, outgoing correspondence or the action, determine which OSMA Division or OSMA Staff Member should respond to the action. The mask is created (per HATS document DS-10 [ref 4.1]) to inform the action office and action officer that an action has been assigned to their division. The mask is provided with the software. The mask will show: the author, title, date received, due date, etc. Once the action has been saved, the action office will be notified via electronic mail. This allows the office to be notified immediately. As the due date gets closer, another e-mail will be sent to inform the action office that the action is due soon. If the action is late, then the action office will get an e-mail until the action is closed or they request an extension.

6.03 HATS User

Print out Cover Sheet and Add to Correspondence

The HATS Identification Number is recorded on the correspondence. Based on the Action generation, the following paper color is used:

Generated by	Paper color
OSMA Front Office	Blue
OSMA Division	Pink
Correspondence Tracking	White

6.04 HATS User

Distribute to Action Offices and CC's

The action is distributed.

6.05 Division Secr'y

Determine if Sub-Assigning Needed:

When the Action is received within the Division, the action is reviewed and if necessary, reassigned or sub-assigned to the actionee. The action office's HATS user (secretary) is responsible for reassigning the action to the appropriate employee. This allows a HATS user to track the action or find out the progress. Reassignment is essentially starting a new Action Item which is why the flowchart shows the process going back to the start.

6.06 Actionee

Prepare Response or Action:

The Actionee prepares response to the action or does whatever is requested by the action item. As the status of the action changes, the HATS record is updated.

6.07 Division Secretary

Update HATS Record:

The HATS record is updated as necessary and reassigned if needed.

6.08 OSMA Management

Completed?

If the work that the Action Item has required is complete, go to step 6.09. If work remains,, go to step 6.05.

6.09 OSMA Management Review/Approve Response or Action:

When the Action is complete, the designated OSMA Management person reviews the completed Action Item and determines if the action is complete or further work is needed.

6.10 HATS User Approved?

If the result of the action item is approved, go to step 6.11 for closeout. If work remains, return to step 6.06.

6.11 HATS User Closeout:

Ensure all Correspondence and supporting Action Item data is filed per the Section 7 Quality Records below. After the distribution is completed, the action should be filed in the correspondence-filing drawer. Actions are filed according to the action office. Each division has their own file drawer. Files can be found numerically.

The HATS User ensures that all Quality Records are filed and the HATS record is fully updated and then closes out the process.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Incoming Correspondence	OSMA Corres Control	OSMA Chron File	Hardcopy	Schedule: 1 Item: 22	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Outgoing Correspondence	OSMA Corres Control	OSMA Chron File	Hardcopy	Schedule: 1 Item: 22	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
HATS Action Item Record	HATS Admin	W/in HATS	Electronic	Schedule: 1 Item 78.C	Retain as long as has reference value then delete